HOUSING AUTHORITY USER MANUAL

Public and Indian Housing (PIH)

Real Estate Assessment Center (REAC)

Inventory Management System (IMS)

PIH Information Module

SEMAP sub Module

U.S. Department of Housing and Urban Development (HUD)

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1.0 PIH INFORMATION

1   PIH INFORMATION

The **PIH Information** module allows the user to access the **SEMAP** sub module and the **Risk Assessment** sub module. These sub modules provide the functionality to rate PHA performance from different aspects. These two ratings affect the type and amount of funding that a PHA gets based on its performance, so it is important for PHAs to receive good scores on their performance.

The **DIS** and **KDHAP** sub modules allow the users to access information about disaster affected areas. They monitor household information for households affected by natural disaster.

1.1 SEMAP

The **SEMAP** sub module allows the PHAs to submit data for SEMAP scoring and certification. The SEMAP certification takes place every year for PHAs based on their FYE (fiscal year end). To pass the SEMAP certification, PHAs must submit the SEMAP profile within 60 days from their fiscal year end.

The SEMAP certification determines the overall rating of a PHA. Every PHA that participates in the Section 8 or Combined program types has to submit the SEMAP certification profile every year. If a PHA fails to submit for SEMAP certification or gets a very low score, then this PHA is considered to be troubled and has to work with the TARC office to ensure their recovery.

1.1.1 Assessment Profile

To submit a profile for certification, the user has to select the PHA to submit the SEMAP profile in the List sub tab of the Assessment Profile tab (see Figure 1).

Figure 1: The List sub tab of the Assessment Profile tab

To select the desired PHA, the user must select the appropriate **Field Office** in the Field Office list. After the user clicks **Select,** the program refreshes the page. Now, the user can either select the desired PHA in the list of PHAs displayed, or search for a specific PHA using the controls in the **Housing Agencies Search Filters** section. The default selections of the controls are **All**, so the program displays the list of all PHAs for the Field Office selected. The user can search by the FYE (fiscal year end), overall rating, certification status, or size of PHAs. After selecting the desired search criteria, the user must click **Retrieve** for the program to display the search results.

The program displays the list of PHAs that match the search criteria in form of a table. The user can sort the list of PHAs by the PHA code, name and current SEMAP application status by clicking the appropriate column headings. The table provides the following information:

- HA Code and Name.
- FYE (fiscal year end)
- Current Status (the most current status of the SEMAP certification for the PHA)
- Combined Size (the total number of units that the PHA is responsible for)
- Current Due Date (the date when the PHA must submit the SEMAP profile)

1.1.1.1 Summary

The PHA code in the **HA Code** column is a link. If the user clicks the link the program will display the **Summary** sub tab with the summarized SEMAP data for the selected PHA (see Figure 2).

Figure 2: The Summary sub tab of the Assessment Profile tab

This data displayed on the **Summary** sub tab consists of 2 sections: the **Housing Agency Details** section and the **SEMAP Certification Details** section.

The **Housing Agency Details** section contains the applicable SEMAP certification summary. The **PHA Fiscal Year** list allows the user to select the appropriate fiscal year to view the data for. When the user selects another year in the **PHA Fiscal Year** list, the program updates the page to display the new details.

The **SEMAP Certification Details** section displays the steps of the SEMAP certification process. It displays the fiscal year end date, the certification submitted or profile created for the PHA by the system, and the status of each certification and profile. It also includes the PHA's overall rating (once the PHA's certification has been processed), the reasons that provide brief explanation of each step in the profile, and the date of completion for every step.

When PHAs want to view their SEMAP information, they can access the **Summary** sub tab and select the desired fiscal year in the **PHA Fiscal Year** list. If the PHA must submit the new SEMAP profile, this tab will display the **New Certification** link.

1.1.1.2 Certification

To submit the new SEMAP profile, the user must click the **New Certification** link on the **Summary** sub tab (see Figure 3).

Figure 3: The Summary sub tab of the Assessment Profile tab

Then, the program will display the **Certification** sub tab allowing the user to enter the desired data in the **Performance Indicators** section (see Figure 5).

The SEMAP program contains fifteen (15) key indicators that allow the Field Office staff to rate PHAs' performance. All these indicators become active controls allowing the PHAs to submit their answers, but after the certification is submitted all the controls become inactive until the next submission is due (see Figure 5). When the controls are inactive, they display PHAs' answers from the latest submission.

Performance Indicators		
1 Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a))		

a. The HA has written policies in its administrative plan for selecting applicants from the waiting list.

PHA Response ○ Yes ○ No

b. The PHA's quality control samples of applicants reaching the top of the waiting list and admissions show that at least 98% of the families in the samples were selected from the waiting list for admission in accordance with the PHA's policies and met the selection criteria that determined their places on the waiting list and their order of selection.

PHA Response ○ Yes ○ No

2 Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)

a. The PHA has and implements a reasonable written method to determine and document for each unit leased that the rent to owner is reasonable based on current rents for comparable unassisted units (i) at the time of initial leasing, (ii) before any increase in the rent to owner, and (iii) at the HAP contract anniversary if there is a 5 percent decrease in the published FMR in effect 60 days before the HAP contract anniversary. The PHA's method takes into consideration the location, size, type, quality, and age of the program unit and of similar unassisted units and any amenities, housing services, maintenance or utilities provided by the owners.

PHA Response ○ Yes ○ No

b. The PHA's quality control sample of tenant files for which a determination of reasonable rent was required to show that the PHA followed its written method to determine reasonable rent and documented its determination that the rent to owner is reasonable as required for (check one):

PHA Response ○ At least 98% of units sampled   ○ 80 to 97% of units sampled
○ Less than 80% of units sampled

3 Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516)

The PHA's quality control sample of tenant files show that at the time of admission and reexamination, the PHA properly obtained third party verification of adjusted income or documented why third party verification was not available; used the verified information in determining adjusted income; properly attributed allowances for expenses; and, where the family is responsible for utilities under the lease, the PHA used the appropriate utility allowances for the unit leased in determining the gross rent for (check one):

PHA Response ○ At least 90% of files sampled   ○ 80 to 89% of files sampled

Figure 4: The Certification sub tab of the Assessment Profile tab displaying Active Performance Indicators

Figure 5:The Certification sub tab of the Assessment Profile tab displaying Inactive Performance Indicators

The user can enter the appropriate data for each indicator in the **Performance Indicators** section of the page. The SEMAP profile consists of two pages. Page 1 contains indicators 1-7. The indicators 1-7 require the user to select one of the three available responses (yes, no, or not applicable). Once the user selects the appropriate answers, the user must click **Save** before navigating to the next page.

Page 2 contains indicators 8-15. The indicator 8 requires the user to enter the appropriate FMR (Fair Market Rent) values for every area the PHA is responsible for. To submit FMR information for more than one area, the user must click **Add**. Indicators 9-14 are the most important ones. In certain cases, indicator 15 may be optional. The SEMAP profile of a PHA has to be verified by the PHA's Executive Director before submission.

Once the user enters the appropriate data using the controls, the program saves it for scoring. The program updates the **Submission Status** column in the **Summary** sub tab of the **Assessment Profile** tab to reflect the newest certification status. The indicated status is **Certification Submitted**. The program runs the scoring process every night. After the scoring process is complete, the program creates a profile for the PHA and assigns the SEMAP score. The program updates the **SEMAP Certification Details** section of the **Summary** sub tab of the **Assessment Profile** tab. It adds the **Profile** record with the **Preliminary Rating to FO** submission status. At this point, the Field Office staff member must review

the score and either approve it, or delete it. If the Field Office reviewer deletes the profile, the PHA must resubmit the certification. If the Field Office reviewer approves the profile, then the profile must be approved by the Field Office director. After that, the program changes the submission status to **Final Rating**.

After the user completes the SEMAP questionnaire on the **Certification** tab, the program prompts the user to use the controls on the **Submission** tab to submit the SEMAP certification. The program displays the SEMAP Certification completion message (see Figure 6).
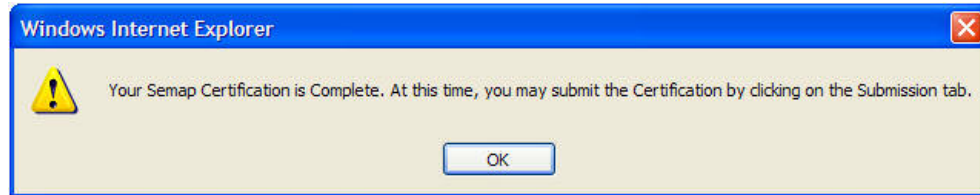
Figure 6: The Message indicating the completion of the SEMAP Certification Questionnaire

1.1.1.3 Profile

After the PHA submits the SEMAP profile, the program saves the data to be processed by the SEMAP scoring process. The program creates the profile for the PHA, and the user can see the profile and the current status of the submission on the **Summary** sub tab. If a user clicks the **Profile** link in the **Certification/Profile** column of the **SEMAP Certification Details** section of the report, the program will display the profile details on the **Profile** sub tab.

The SEMAP score can be seen on the **Profile** sub tab only after it has been approved by the Field Office director. However, in the process of approval, the PHA staff can view the previous scores (scores awarded to the PHA on previous years) on the **Profile** sub tab. To view scores for previous years, the user must select the desired year in the **PHA Fiscal Year** list on the **Summary** sub tab.

The program displays the SEMAP score in form of a table. The PHA users can view the score awarded to the PHAs by the SEMAP scoring process for every indicator in the **Current Rating** column (see Figure 7). Field Office staff can use the controls on the **Profile** sub tab to override the score awarded for PHAs by the program. The score awarded to PHAs by the HUD officials will display in the **HUD/FO Rating** column.

Figure 7: The Profile sub tab of the Assessment profile tab

When Field Office reviewer or Field Office director view the profile for a PHA, the **HUD/FO Rating** column displays the each score as a list allowing the user to select the appropriate score for any indicator. When a Field Office staff member overrides the score awarded to a PHA by the program, they must provide a reason for the override in the SEMAP Change Rating Comment window. The program displays the SEMAP Change Rating Comment window for the user to enter any applicable comments instead of the default comment (see Figure 8).
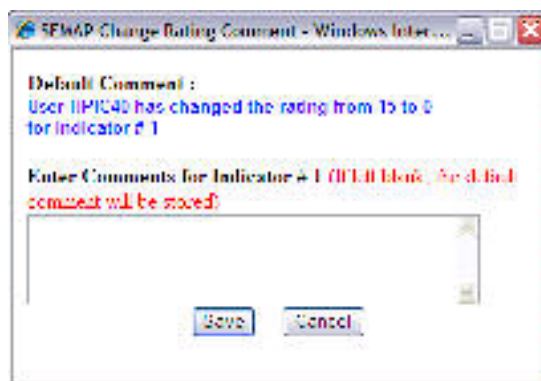
Figure 8: The SEMAP Change Rating Comment window

To save the comment, the user must click **Save**, to abort the operation, click **Cancel**.

Figure 9: MTCS Details page

If the user clicks the **MTCS Extract Details** link, then the program displays the SEMAP indicators (indicators 9-15) details for the selected PHA (see Figure 9). These details are also considered when the program runs the SEMAP scoring batch along with the PHA's responses to the indicators. This data is obtained through the monthly summarization batch and is updated every month. The **Back To Profile** link allows user to navigate to the Profile page of the Assessment Profile tab.

1.1.1.4 Comments

The **Comments** sub tab of the **Assessment Profile** tab allows the user to enter and view comments (see Figure 10). PHA staff members may leave comments for the field office staff to view, or enter additional information for HUD personnel.

Figure 10: The Comments sub tab of the Assessment Profile tab

To enter a comment, the user must click the **Add Comment** option. Then, the program will display the **Add Comment**section (see Figure 11). Using the controls of the section, the user may enter a comment. To save the comment, the user must click **Save**.

Figure 11: The Add Comment section of the Comments sub tab of the Assessment Profile tab

1.1.2 Submission

The **Submission** tab allows the PHA Executive Director to submit the SEMAP questionnaire after completing it using the controls on the **Certification** sub tab of the **Assessment Profile** tab. When the PHA Executive Director is ready to submit the certification, they can click the **Submit** button (see Figure 12Figure 13).

Submit Certification.

The assessment has been successfully validated. The Executive Director may now submit the assessment.

Executive Director's Certification Statement:

I hereby certify that, to the best of my knowledge, the above responses under the Section 8 Management Assessment Program (SEMAP) are true and accurate for the PHA fiscal year indicated above. I also certify that, to my present knowledge, there is not evidence to indicate seriously deficient performance that casts doubts on the PHA's capacity to administer Section 8 rental assistance and accordance with Federal law and regulations.

Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Certification Sign-off Date: **4/12/2010**

Submit

Go to Comments

Figure 12: The Submit Certification Statement of the Certification tab.

Figure 13: The Submit Certification message on the Submission Certification sub tab

The **Submission** tab informs the user that the certification has been submitted (see Figure 14). The user will be able to view the profile after the SEMAP scoring process will run.

When the Executive Director submits the certification, the program updates the **Summary** sub tab of the **Assessment Profile** tab. The PHA Executive Director can see the **Certification** record added to the **SEMAP Certification Details** section (see Figure 15).

Figure 14: The Successful Submission of a SEMAP Certificate.

Figure 15: The Certification record on the Summary sub tab of the Assessment Profile tab

1.1.3 Reports

The **Reports** tab allows users to run five reports to view a PHA's SEMAP data. First, the user must search for the desired PHA, to run the report (see Figure 16). The **Housing Authorities Search Filters** section of the page includes four search filters. The default selections of the controls are **All**, so the program displays the list of all PHAs for the Field Office selected. The user may search for a PHA based on the fiscal year end, the overall rating of the latest SEMAP score, the status of the certification, and the size of the PHA itself.

Figure 16: The Reports List sub tab of the Reports tab

To retrieve a list of PHAs based on the search filters, the user must select the desired options and click **Retrieve** (see Figure 17).

Figure 17: The list of PHAs

Then, the user can select the desired PHA from the list and select the desired report option in the **Available Reports** section (see Figure 17). The Available Reports section contains the report names and a brief description of the data that this report provides. To run a report, the user must select the PHA, select the report, and then click the **Generate Report** button.

Figure 18: The Available Reports section of the Report List sub tab

1.1.3.1 SEMAP Corrective Actions Report

The SEMAP Corrective Actions report allows the user to view the number of corrective actions needed for a PHA for each year over a 5-year period. It also includes the average number of corrective actions required for this PHA (see Figure 19).

Figure 19: The SEMAP Corrective Actions report

After the user runs the report, the user can view it, or print it by clicking the **Print Report** button.

1.1.3.2 SEMAP Final Score Trend Report

The SEMAP Final Score report allows the user to view the overall SEMAP score for 5 years. It allows the user to view how the PHA's SEMAP score has been fluctuating from year to year. It also provides the average SEMAP score for the PHA (see Figure 20).

Figure 20: The SEMAP Final Score report

After the user runs the report, the user can view it, or print it by clicking the **Print Report** button.

1.1.3.3 HA Submission Details Report

The HA Submission Details report can only be run for PHAs that have not submitted their SEMAP certification within the 60-day period. PHAs are allowed to submit their SEMAP certification within 60 days following the FYE (fiscal year end) date. Then, users can request the IMS team to run the SEMAP overdue batch that creates a profile for a PHA with a zero number. The user can see that profile in the **Profile** sub tab of the **Assessment Profile** tab. Then, the user can run the HA Submission Details report and view overdue SEMAP certifications.

This report is considered obsolete and is scheduled for restructuring.

1.1.3.4 SEMAP Individual Indicator Score Report

The SEMAP Individual Indicator Score report allows the user to view the SEMAP score for each indicator for the most recent submission (see Figure 21). It displays the number of points that this PHA has received for each indicator, the maximum number of points that can be received for each indicator and the achievement rating of the PHA. That is, the percentage that a PHA has achieved of each indicator compared to the maximum number of points that can be received.

SEMAP Individual Indicator Score for FYE 12/31/2008

HQ Division : Public and Indian Housing
HQ Office : PO Field Operations
Hub : 2HBUF Buffalo Hub
Field Office : 2CPH BUFFALO HUB OFFICE
Field Office HA : NY416 Clifton Park, Town

#	Indicator	Points Achieved	Maximum Points	% Achieved
1	Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a))	N/A	15	0.00%
2	Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)	N/A	20	0.00%
3	Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516)	N/A	20	0.00%
4	Utility Allowance Schedule (24 CFR 982.517)	N/A	5	0.00%
5	HQS Quality Control (24 CFR 982.405(b))	N/A	5	0.00%
6	HQS Enforcement (24 CFR 982.404)	N/A	10	0.00%
7	Expanding Housing Opportunities.	N/A	5	0.00%
8	Payment Standards(24 CFR 982.503)	5	5	100.00%
9	Timely Annual Reexaminations(24 CFR 5.617)	10	10	100.00%
10	Correct Tenant Rent Calculations(24 CFR 982, Subpart K)	5	5	100.00%
11	Pre-Contract HQS Inspections(24 CFR 982.305)	5	5	100.00%
12	Annual HQS Inspections(24 CFR 982.405(a))	10	10	100.00%
13	Lease-Up	20	20	100.00%
14	Family Self-Sufficiency (24 CFR 984.105 and 984.305)	N/A	10	0.00%
15	Deconcentration Bonus	0	5	0.00%

Figure 21: The SEMAP Individual Indicator Score report

After the user runs the report, the user can view it, or print it by clicking the **Print Report** button.

1.1.3.5 SEMAP Individual Indicator Score Trend Report

This report is considered obsolete and is scheduled for restructuring.